



PROMOTIONAL EXAMINATION FOR CALIFORNIA STATE EMPLOYEES

LICENSING PROGRAM MANAGER I

DEPARTMENTAL PROMOTIONAL FOR:
CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

FORMERLY KNOWN AS THE LICENSING PROGRAM SUPERVISOR CLASSIFICATION. EFFECTIVE DATE OF SPECIFICATION REVISION APRIL 1, 2005.

POSITIONS EXIST	Statewide
WHO SHOULD APPLY	Competition Limited To State Employees Only. Applicants must have a permanent civil service appointment with the Department listed above and meet the minimum qualifications to participate in this examination. <i>(See General Information for exceptions to this requirement.)</i>
HOW TO APPLY	Applications (STD 678) are available and may be filed in person with the California Department of Social Services, Personnel Bureau, Exam Unit, 744 P Street, Sacramento, CA 95814, or applications may be mailed to California Department of Social Services, Personnel Bureau, Exam Unit, PO Box 944243, Sacramento, CA 94244-2430. Please indicate examination title on your application. Applications received without an exam title will not be accepted and will be returned. DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD.
FINAL FILE DATE	FINAL FILE DATE: JUNE 9, 2006 Applications (STD 678) must be POSTMARKED no later than the final file date. Applications postmarked, personally delivered, or received via interoffice mail after the final file date will not be accepted for any reason.
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Examination Application." You will be contacted to make specific arrangements.
REQUIRED IDENTIFICATION	NOTE: Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.
SALARY RANGES	\$4746 - \$5726 per month
ELIGIBLE LIST INFORMATION	A departmental promotional eligible list will be established for the California Department of Social Services. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

S E E R E V E R S E S I D E F O R A D D I T I O N A L I N F O R M A T I O N

LICENSING PROGRAM MANAGER I
WL42 - 8222

FINAL FILE DATE: JUNE 9, 2006
EXAM CODE: 6BP15

**REQUIREMENTS
FOR ADMITTANCE
TO THE
EXAMINATION**

NOTE: It is your responsibility to make sure you meet the minimum qualification requirements for this examination by the final file date. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

Qualifying experience may be combined on a proportionate basis. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirement.

**MINIMUM
QUALIFICATIONS**

Either I

One year of experience in California state service performing the duties of a Licensing Program Analyst, Range D.

Or II

Experience: Two years of increasingly responsible professional experience involving analytical, evaluative, or enforcement duties for a social service program for children, adults, or the elderly in need of care and supervision as provided in community care facilities.

and

Education: Position of an advanced two-year degree in the field of Human Services or Behavioral Sciences, such as a Master's Degree in Social Work, Counseling, or other related field. (Advanced degrees must include 60 semester or 90 quarter units and appropriate field service experience to meet the educational requirement.)

Or III

Experience: Four years of increasingly responsible professional experience involving analytical, evaluative, or enforcement duties for a social service program for children, adults, or the elderly in need of care and supervision as provided in community care facilities.

and

Education: Equivalent to graduation from college.

**POSITION
DESCRIPTION**

Under direction, incumbents supervise a group of Licensing Program Analysts in a regional office; reviews staff work to ensure uniformity and conformity with policies and procedures; holds informal conferences with facility operators; conducts quality assurance reviews of Licensing Program Analysts' work; provides consultation and direction to staff; and may occasionally be assigned to lead and/or initiate special projects or task forces related to changes in organization, regulations, policy, or procedures.

**DESIRABLE
QUALIFICATIONS**

Demonstrated ability to act independently with open-mindedness, flexibility, and tact; willingness to travel to various facilities; and the ability to act effectively under pressure.

**EXAMINATION
INFORMATION**

This examination will consist of a Qualifications appraisal interview. The interview will include a number of predetermined job-related questions including a written structured exercise. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

(CONTINUED ON NEXT PAGE)

**QUALIFICATIONS
APPRAISAL
INTERVIEWS**

It is anticipated that interviews will be held during **JULY/AUGUST 2006**. Ordinarily, these are scheduled in Sacramento, Oakland, Los Angeles and San Diego. However, locations of interviews may be changed as conditions warrant.

**EXAMINATION
SCOPE****Scope:****A. Knowledge of:**

1. Principles, practices, and techniques used in the administration of the Community Care Licensing Program.
2. Organization and operation of Community Care Facilities.
3. Out-of-home care for adults and children including day and residential care programs for well children, the elderly, and persons with disabilities.
4. Community resources and social organizations.
5. Provisions of the Health and Safety Code, the Social Security Act, and other State and Federal rules, regulations, and laws related to out-of-home care programs.
6. Scope and activities of public and private social service agencies.
7. Principles and practices of supervision and personnel relations.
8. Group and individual training methods.
9. The Department's Equal Employment Opportunity (EEO) Program objectives.
10. A supervisor's role in the EEO Program and processes available to meet EEO objectives.

B. Ability to:

1. Plan, organize, and direct the work of others.
2. Analyze problems arising out of the operation of the Community Care Licensing Program.
3. Secure accurate data and record and report such data systematically.
4. Develop and evaluate alternatives.
5. Reach practical and logical conclusions and put into practice effective changes.
6. Utilize community resources.
7. Interpret provisions of the Health and Safety Code, Social Security Act, and other State and Federal rules, regulations, and laws pertaining to out-of-home care programs.
8. Participate effectively in conferences and interviews.
9. Establish and maintain effective working relationships.
10. Communicate effectively.
11. Produce clear, accurate and concise reports.
12. Analyze situations and take effective action.
13. Utilize and apply effectively required technical knowledge.
14. Gain and maintain the confidence and cooperation of those contacted during the course of work.
15. Review and edit reports.
16. Establish and maintain priorities.
17. Develop and effectively utilize all available resources.
18. Work effectively under pressure dealing with sensitive issues.

(CONTINUED ON REVERSE SIDE)

**EXAMINATION
SCOPE
(CONTINUED)****B. Ability to:**

19. Effectively train personnel.
20. Provide consultation to the staff, license applicants, and licensees.
21. Effectively contribute to promoting equal opportunity in employment and maintain a work environment that is free of discrimination and harassment.

**VETERANS
PREFERENCE**

Veterans preference credit will not be granted in this examination.

GENERAL INFORMATION

Americans with Disabilities Act, Title II: The California Department of Social Services (CDSS) is committed to a strong policy of equal employment opportunity. To this end, CDSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by CDSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

It is the candidate's responsibility to contact the California Department of Social Services three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Social Services, Personnel Bureau, at (916) 657-1762 or CALNET 437-1762 three weeks after the final filing date if he/she has not received a progress notice.

If a candidate's notice of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request. Applications are available at State Personnel Board offices, local offices of the Employment Development Department and the Department noted on the front.

If you meet the requirements stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The State Personnel Board reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees (*i.e., former Department employees or current employees on TAU, T&D, and LT status*) may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at State Personnel Board offices.

(CONTINUED ON NEXT PAGE)

GENERAL INFORMATION (CONTINUED)

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgement, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Criminal Record Clearance Information: Some positions, within various divisions of the California Department of Social Services, are subject to fingerprinting and criminal records check requirements. This check will be completed by the Department of Justice. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

Interview Scope: If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

Mock Oral Interviews: Questions regarding mock oral interviews for this promotional examination should be directed to the California Department of Social Services, Equal Employment Opportunity (EEO) Office at (916) 657-2326. Candidates must contact the EEO Office within 21 days of the final filing date for this examination to discuss mock oral interviews.

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
P.O. BOX 944243
SACRAMENTO, CA 94244-2430**

If deaf or hearing impaired, call the California Relay Service - From TDD phones: 1-800-735-2929
From voice phones: 1-800-735-2922

TTY telephone number: Sacramento (916) 653-5457; CALNET 453-5457

TTY is Telecommunications Typewriter and is reachable only from phones equipped with a TTY/TDD Device.